

## BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

*[Greenville, South Carolina]*

HEARING #18-11711

MARCH 13, 2018

6:00 P.M.

DOCKET NO. 2017-292-WS:

CAROLINA WATER SERVICE, INC. – Application for Approval of an  
Increase in Its Rates for Water and Sewer ServicesTRANSCRIPT OF TESTIMONY  
AND PROCEEDINGS

VOLUME 2

HEARING BEFORE: Swain E. WHITFIELD, CHAIRMAN; Comer H.  
‘Randy’ RANDALL, VICE CHAIRMAN; and COMMISSIONERS  
John E. ‘Butch’ HOWARD, Elliott F. ELAM, Jr.,  
Elizabeth B. ‘Lib’ FLEMING, Robert T. ‘Bob’  
BOCKMAN, and G. O’Neal HAMILTON

ADVISOR TO COMMISSION: David W. Stark, III, Esq.  
LEGAL ADVISORY STAFF

STAFF: Jocelyn G. Boyd, Chief Clerk/Administrator; James  
Spearman, Ph.D., Executive Assistant to Commissioners; William O.  
Richardson, Technical Advisory Staff; Afton Ellison, Clerk’s Staff;  
and Jo Elizabeth M. Wheat, CVR-CM/M-GNSC, Court Reporter

## APPEARANCES:

**CHARLES L.A. TERRENI, ESQUIRE**, representing  
CAROLINA WATER COMPANY, INC., APPLICANT

**JEFFREY M. NELSON, ESQUIRE**, representing THE SOUTH  
CAROLINA OFFICE OF REGULATORY STAFF

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P R O C E E D I N G S

**CHAIRMAN WHITFIELD:** I'll call this hearing of the South Carolina Public Service Commission to order and welcome you tonight, to one of our multiple night hearings in this water case.

I'd like to start by introducing our Commissioners here from the South Carolina Public Service Commission. To my far left we have Commissioner Butch Howard, representing the First District. Next to him we have Commissioner O'Neal Hamilton, representing the Seventh District. Next to him, we have Commissioner Randy Randall, also the Vice Chairman, representing the Third District. To my right, we have Commissioner Elliott Elam, representing the Second District, and Commissioner Bob Bockman, representing the Sixth District. And beside Commissioner Bockman, immediately to my right, we have Commissioner Fleming, representing the Fourth District that we are in now. And I am Swain Whitfield. I represent the Fifth District and I am the Chairman.

So tonight's hearing is for you, for the ratepayers, the citizens from the public, to come and have your time to speak. And I'm going to turn it over to our attorney, beside me, immediately on

1 my left, Mr. David Stark, who will read the docket.

2 **MR. STARK:** Thank you, Mr. Chairman.

3 Good evening, and welcome. I'm David Stark,  
4 an attorney for the Public Service Commission.  
5 This proceeding before the Commission in Docket No.  
6 2017-292-WS concerns the Application of Carolina  
7 Water Service, Incorporated, for approval of an  
8 increase in its rates for water and sewer services.

9 First, I would ask that you mute or cut off  
10 your cell phones.

11 At this time, we would like to take  
12 appearances of the attorneys and receive any  
13 opening remarks from the parties.

14 **MR. TERRENI:** Mr. Chairman, I'm Charlie  
15 Terreni. I'm here on behalf of Carolina Water  
16 Service.

17 We are here to listen, and we welcome the  
18 comments of our customers. And we will, as is  
19 customary, reserve our objections and file  
20 responsive testimony at a later date.

21 **CHAIRMAN WHITFIELD:** Thank you, Mr. Terreni.  
22 Mr. Terreni, would you introduce any employees that  
23 might be with the company, or any company  
24 officials, please?

25 **MR. TERRENI:** Glad to do so. We have Mr.

1 Robert Yanity, who is a recently hired spokesman  
2 for Carolina Water Service; he's Director of Public  
3 Relations. Stand up there and be recognized, back  
4 there, Mr. Yanity.

5 MR. YANITY: [Indicating.]

6 CHAIRMAN WHITFIELD: Thank you, Mr. Yanity.  
7 Thank you, Mr. Terreni.

8 South Carolina Office of Regulatory Staff.

9 MR. NELSON: Thank you, Mr. Chairman. Jeff  
10 Nelson, on behalf of ORS, and Mr. Willie Morgan  
11 from our Rates Department is here, as well.

12 MR. MORGAN: [Indicating.]

13 CHAIRMAN WHITFIELD: Thank you, Mr. Morgan,  
14 Mr. Nelson.

15 Coming back to you, Mr. Stark – at this time,  
16 I guess we'll have the Office of Regulatory Staff  
17 lay a little ground rules about tonight and how  
18 these public hearings are conducted.

19 MR. NELSON: Thank you, Mr. Chairman. I  
20 always give these remarks when we have a really big  
21 crowd, but I still want to explain to y'all exactly  
22 how the process works here a little bit. I'm with  
23 the Office of Regulatory Staff. We're a separate  
24 State agency; we represent the public interest in  
25 all these cases in front of the Public Service

Commission.

The purpose of the hearing tonight, which is set by the PSC, is to allow members of the public, the customers of the system, the opportunity to talk to them and give your opinions regarding the rate request of Carolina Water Service.

Once you come up here, you're going to be sworn in. This [indicating] is Jo Wheat, who's sitting right here, is the court reporter. Ms. Wheat takes everything down and compiles a transcript of these night hearings. That becomes a part of the official record in this case, anything you say here tonight. So, please, for a court reporter, you know, head nods and things like that don't work, so please make sure you verbalize everything so that Ms. Wheat can take it down correctly.

Once you come up here and talk, you're going to have, I think, three minutes to speak tonight. I don't know if, when you signed up, they said how long they'd be letting you go. Also, once you get through speaking, myself, Mr. Terreni, or members of the Commission may ask you some questions to follow up on some information you've given, so, please, once you get done speaking, stay up there

1 for a couple of minutes and let's see if anybody  
2 has any follow-up questions for you.

3 Like I said, I'm an attorney with the ORS. My  
4 name is Jeff Nelson. Mr. Willie Morgan is here  
5 with me. Mr. Morgan is with our Rates Department.  
6 Once the hearing gets done tonight, if you need to  
7 talk to anybody, you want to get any information on  
8 this case or anything, come and talk to myself or  
9 Mr. Morgan. We're going to hang around here until  
10 everybody who says they need to talk to us has been  
11 able to do so.

12 Part of the reason you can talk to us is  
13 because you're not allowed to have a back-and-forth  
14 with the Commissioners. They are a quasi-judicial  
15 body in the State, which means that they sit pretty  
16 much like judges up here, so you can't ask them  
17 questions. The same way you couldn't go into court  
18 if you're a witness and ask the judge questions,  
19 you can't ask the PSC Commissioners questions,  
20 because they're not allowed to answer you, under  
21 the rules that they have to follow. My office can,  
22 and we're part of the State government, as well.  
23 You can always talk to us, so come talk to us if  
24 you need somebody to answer some questions.

25 We've also got some handouts provided at the

1 front table out here. Included there is a  
2 telephone number of our Consumer Services Division.  
3 If you have complaints regarding a public utility  
4 that serves you, you can call up the Consumer  
5 Services Division and talk to us about complaints.

6 Thank you for being here. I appreciate the  
7 people who show up, and we appreciate hearing  
8 comments from you tonight. Like I said, if you  
9 need anything else, come see us after this.

10 That's all I have, Mr. Chairman. Thank you.

11 **CHAIRMAN WHITFIELD:** Thank you, Mr. Nelson.  
12 Before I turn it back over to Mr. Stark, Mr.  
13 Terreni, do you have anything?

14 **MR. TERRENI:** I just wanted to add that if  
15 anyone has any individual issues they'd like to  
16 bring up with the company, Mr. Yanity will be  
17 available here after the hearing, and we'd be glad  
18 to discuss them.

19 **CHAIRMAN WHITFIELD:** Okay. Thank you, Mr.  
20 Terreni.

21 And, Mr. Nelson, thank you for introducing our  
22 court reporter, Ms. Jo Wheat. I failed to do that.  
23 And, also, Mr. Bill Richardson, who is assisting  
24 us, as well; he's our clock keeper tonight, as  
25 well, too.



1                   So with that, I'll turn it back over to Mr.  
2                   Stark, our attorney here at the Public Service  
3                   Commission, to give us a little further  
4                   instruction, and then we'll call our first witness.

5                   **MR. STARK:** Thank you, Mr. Chairman.

6                   In a moment, I'll call the names of those who  
7                   have signed up to speak to come forward. After  
8                   your name is called and you are sworn or affirmed  
9                   in, please begin by giving your name and address.  
10                  Spelling it out would be helpful for the court  
11                  reporter. Then you can proceed with your  
12                  testimony. Please be sure to speak at the  
13                  microphone, so everyone can hear you clearly.

14                  Once you're done, please remain at the podium  
15                  for a few moments for any clarifying questions that  
16                  may come from the parties or from the  
17                  Commissioners. We have placed a time limit of  
18                  three minutes on all presentations. As you can  
19                  see, we do have a timer that may help you keep  
20                  track of the time as you are presenting.

21                  If you have not signed in to testify tonight  
22                  and you decide somewhere during the course of the  
23                  hearing that you would like to be heard, if you  
24                  would go back to the side door and sign in with the  
25                  Commission Staff that's over there, they'll make

1           sure I get that information and we can call you up  
2           to speak. If you don't, we won't be able to hear  
3           from you.

4           I want to remind everyone that this public  
5           hearing is your time to testify with regard to the  
6           Carolina Water Service's proposed rate increase.  
7           But, as the Office of Regulatory Staff said just a  
8           few moments ago, due to the judicial nature of the  
9           proceeding, the Commission and the Commissioners  
10          can't take questions and are prevented, also, from  
11          making comments.

12          ORS and the company have said that they will  
13          be available after the hearing for any personal  
14          matters that you'd like to discuss with them.

15          For your information, there will also be a  
16          final night hearing at 6 p.m., on Thursday, March  
17          15th, in Columbia. The merits hearing, during  
18          which various technical people will testify, will  
19          be heard on Tuesday, April 3rd, at 10:30 a.m., also  
20          in the offices of the Commission, in Columbia.

21          Please keep in mind that you may only testify  
22          once. If you have testified at a previous night  
23          hearing, you couldn't testify again. Similarly, if  
24          you testify tonight, you can't testify at the next  
25          night hearing.

1 With that being said, I will call the names of  
2 the witnesses who have signed up to speak. Mr.  
3 David Nettles, please.

4 [Witness affirmed]

5 THEREUPON came,

6 D A V I D F . N E T T L E S , J R . ,  
7 who, having been first duly affirmed, testified as follows:

8 MR. RICHARDSON: Please state your full name  
9 and address, for the record.

10 WITNESS: My name is David F. Nettles, Jr. N-  
11 e-t-t-l-e-s. I live at 324 Edgewater Drive,  
12 Anderson South Carolina 29626, in the Bridgewater  
13 Subdivision on Lake Hartwell.

14 First, I'd like to apologize. I'm an  
15 introvert. Public speaking is not a priority for  
16 me and it does make me nervous, so please bear with  
17 me through this next three minutes, please.

18 I've been in the subdivision for about nine  
19 years now, and it's a beautiful subdivision. I  
20 love living in South Carolina. It's the first  
21 place I came. I've had two homes in the  
22 subdivision now, because I like it so much and I  
23 like the community so much, I refuse to leave.  
24 It's just great. A better atmosphere than I've  
25 seen anywhere else in my life, so, thank you, South

1 Carolina.

2 **CHAIRMAN WHITFIELD:** We'll take that.

3 **WITNESS:** I'm here on my behalf, but more  
4 likely I'm on the behalf of my neighbors in my  
5 subdivision. We have a lot of elderly retired  
6 individuals in our subdivision and I like to help  
7 out people when I can, which is almost all the  
8 time. Whenever somebody needs a hand, I'm there.

9 Looking at the rate increases and everything,  
10 I come from a business background. I have an  
11 Engineering degree, a Master's in Business,  
12 postgraduate studies in International Business. So  
13 I'm an active reader of business, business  
14 information, and stock reports. So when it comes  
15 to business, that's my speciality. This utility  
16 and utilities commission has taken a lot of effort  
17 from me to understand or try to understand – and I  
18 won't say I'm an expert at anything, if I'm not.  
19 I'm not. But I've done my best to try and  
20 understand how things work here with the Office of  
21 Regulatory Staff, the utility companies, and the  
22 Commissioners.

23 Having been in the subdivision not that long,  
24 I've had to do a lot of research to find out what  
25 has happened with our water system to actually end

1 up in Utilities or Carolina Water Supplies' hands,  
2 and I go back to 1968 when our subdivision was  
3 built by Granco Investments, and Granco Investments  
4 had all the lines and everything put in our  
5 subdivision, and had a simple well management  
6 company take care of all of our water supply –  
7 that's Hughes Water Systems. And it got sold from  
8 there to Utilities, and Utilities to Carolina Water  
9 Systems.

10 Going back, over time, I'm looking at the rate  
11 increases. From 1978 to 2018, given this rate goes  
12 through, our rate increases will have increased –  
13 and these are just statistics that come off your  
14 website, Commissioners – rate increases gone up by  
15 945.02 percent. That's a pretty staggering number.  
16 But the number that is even worse is, according to  
17 the U.S. Department of – Bureau of Labor  
18 Statistics, wages have only increased 400.42  
19 percent from October '77 to October 2017. So in  
20 other words, if a person was retired on Social  
21 Security and in '77 they were making \$5000 a year,  
22 now they'd be making about 20. At the same time,  
23 their water bill, based on 6000 gallons' usage per  
24 month, on a yearly basis, was just over \$100 in the  
25 '77-'78 timeframe, with this increase their water

1 bill will have gone up to over \$1000 a month.

2 That's a huge, staggering increase. When you look  
3 at compound interest, this is a big thing.

4 Our subdivision does not have a contract with  
5 Utilities, Carolina Water Systems. It did not have  
6 a contract with Hughes, other than to supply water  
7 from the two addresses they had, the two lots with  
8 wells on them. There is no ownership paperwork for  
9 any of the water system in our neighborhood.

10 Utilities does manage it. The Commission does not  
11 have a copy; the Office of Regulatory Staff does  
12 not have a copy.

13 Our system is old and decrepit. It's an iron  
14 system. A one-inch water supply supplies 40 lots  
15 in our subdivision. Pressure issues, flow issues,  
16 rate issues. When nobody turns on the water, it's  
17 perfect. When they do turn on the water, there are  
18 some issues.

19 I don't know how to present this to our  
20 subdivision, as far as the homeowners' association,  
21 other than to talk to them about going with some  
22 other water supplier. And I say that because a  
23 yearly consumption per household at the new rates,  
24 based on 6000 gallons per month, is going to cost  
25 the average household \$1105.68 per year. Had we

1           been allowed to use West Anderson Water, which they  
2           run a main line right in front of our subdivision  
3           now – it wasn't there when our subdivision was put  
4           together – the same water usage on a per-household  
5           basis would be \$456 per year, a savings of \$649.68  
6           per year. That's a staggering number. And, yes,  
7           our subdivision could apply for exemption from  
8           regulation and start our water system, based on  
9           wells and supplements from other sources, if we  
10          like. We could run our own water lines and have a  
11          brand-new system. And if each resident in our  
12          neighborhood paid \$600 a year into it, we could  
13          probably put the whole system together in four  
14          years and it'd cost us less by the fifth year than  
15          utilizing Utilities' water.

16                 Now, the problem isn't Utilities' water.  
17           Utilities' water is a fine water system. They pass  
18           through West Anderson water to us and water supply  
19           and there's nothing wrong with it. They maintain  
20           the subdivision; that's fine, there's nothing wrong  
21           with it. My issue is with the fiducial  
22           responsibility that a corporation has. Every  
23           corporation has a fiducial responsibility to the  
24           owners of their corporation. And that's not a  
25           problem; that's normal. But when a corporation can

1           make expenditures and poor decisions at times, and  
2           the ownership ends up being passed on to the  
3           customers because they can now justify the expenses  
4           of these prior decisions – based on the costs and  
5           the impacts and everything else – that is now  
6           needed to raise the rates, our subdivision is a  
7           lucky one. We have other options. Other  
8           subdivisions in this State are going to be stuck  
9           absorbing the cost of this rate increase because  
10          they don't have options.

11           This rate increase, according to your website,  
12          is one of the highest rates in the State of South  
13          Carolina – excluding, of course, the islands'  
14          areas, because they don't have freshwater on them.  
15          As a regular subdivision, there is no good  
16          justification for us to maintain being a customer  
17          with Carolina Water Systems. And I'm sorry to say  
18          it that way, but we do have options. And I hate  
19          for us to have to take those options into  
20          consideration, but this change and these rate  
21          increases are seriously affecting our residents,  
22          mainly our long-term disabled and our elderly that  
23          are on fixed incomes. And I'm concerned for these  
24          individuals.

25                I have asked for Carolina Water Systems,



1 Utilities, in the past, if they made any  
2 concessions or any exemptions or any changes to  
3 help out these individuals, and they have no  
4 programs for them. And that's just sad, in my  
5 eyes, because these are wonderful people, and  
6 they're hurting the most.

7 This is the end of my testimony. These are  
8 all the facts I have, and would like to present  
9 tonight. Are there any questions?

10 **CHAIRMAN WHITFIELD:** Mr. Nettles, thank you  
11 for your testimony. For someone that's self-  
12 proclaimed as not a public speaker, you did pretty  
13 good.

14 **WITNESS:** Like a duck on water, I'm swimming  
15 hard underneath.

16 **CHAIRMAN WHITFIELD:** Well, thank you for your  
17 testimony. Let me see if there are a few questions  
18 before we let you step down, though.

19 First, I have to go to the company. Mr.  
20 Terreni, any questions from the company of this  
21 witness?

22 **MR. TERRENI:** No, Mr. Chairman. We thank Mr.  
23 Nettles for his remarks.

24 **WITNESS:** Thank you.

25 **CHAIRMAN WHITFIELD:** All right. Thank you,

1 Mr. Terreni.

2 Office of Regulatory Staff, Mr. Nelson?

3 MR. NELSON: I can't think of any follow-up  
4 for Mr. Nettles. Thank you very much for coming  
5 out and speaking.

6 WITNESS: Thank you.

7 CHAIRMAN WHITFIELD: All right. Now,  
8 Commissioners, questions for Mr. Nettles?  
9 Commissioner Howard.

10 EXAMINATION

11 BY COMMISSIONER HOWARD:

12 Q Mr. Nettles, I, too, enjoyed your testimony. How many  
13 residents are in your subdivision?

14 A We have a total of 106 homes in our subdivision, and I  
15 don't know the total number of residents. We do have  
16 one house in our subdivision that's on its own water  
17 supply, and they have a private well.

18 Q That was my next question. Of those 106 homes, all of  
19 you get water – I mean, Carolina Water supplies all the  
20 homes' water, then?

21 A Yes, sir.

22 Q And sewer?

23 A No sewer. We're all on septic, because we're an older  
24 subdivision.

25 Q Okay, thank you very much.

1     **A**     Thank you.

2                     **CHAIRMAN WHITFIELD:** Commissioners, any  
3                     further – Commissioner Elam, did you have a  
4                     question?

5                     **COMMISSIONER ELAM:** [Shaking head.]

6                     **CHAIRMAN WHITFIELD:** Commissioner Fleming, did  
7                     you have a question for Mr. Nettles?

8                     **COMMISSIONER FLEMING:** Yes.

9                                     **EXAMINATION**

10    **BY COMMISSIONER FLEMING:**

11    **Q**     Thank you, Mr. Nettles, for your remarks tonight. You  
12             talked about other options. Are you – you said you were  
13             speaking for the residents as a group?

14    **A**     I am trying to speak for the residents as a group. I am  
15             the president of the homeowners' association, just  
16             because I wanted to make sure we could keep the power  
17             and the lights on in our subdivision. I don't like to  
18             interfere in other people's business, but many of our  
19             elderly in the subdivision are not up to the challenge  
20             to come up to a situation like this and speak. They  
21             just don't have the nerve or the will, at this point in  
22             time.

23    **Q**     But, collectively, you're all looking at other options  
24             here.

25    **A**     We're starting to look at other options, yes, and

1       they've put it upon my shoulders to actually get  
2       financials and everything for them, so that we can  
3       actually make good decisions instead of bold decisions  
4       without reviewing our options properly.

5     **Q**    Okay. But you did say the quality of water service with  
6       Carolina Water Service is satisfactory?

7     **A**    It is satisfactory. We do have our water main leaks  
8       like every other neighborhood does, but the repair time  
9       is generally – it's within a week, and the outages of  
10      water are short. The water supply is always clean and  
11      it has good quality. The taste is never really bad.  
12      You can tell a difference when it's on the well versus  
13      West Anderson, but overall the quality is not bad.

14           Now, I understand they reduce our water pressure in  
15      our subdivision because our lines are old, and the max  
16      water pressure right now is 45 psi in our subdivision.  
17      I monitor that on my home, because when my house was  
18      built, we left the pressure regulator right here in the  
19      water system, so I can look at the pressure that's  
20      coming in from the line. But I have no complaints about  
21      the water quality. I have no complaints about the  
22      pressure. At worst, the old system, iron pipes – and I  
23      understand, as iron gets older, it does tend to break  
24      down and it does restrict flow, and that's something we  
25      should expect. It's a 1968 – anybody born in 1968,

1 including myself, we're going to start having  
2 constriction of our arteries. It's the same thing with  
3 the water system. It's going to start having problems.  
4 And like anybody else, it's going to start developing  
5 leaks, too. They do do a good job of taking care of  
6 those.

7 The two well houses that they have, they could do a  
8 better job of maintaining those, with weeds and  
9 appearance, but overall they're not bad.

10 **Q** Okay, thank you.

11 **A** No problem.

12 **CHAIRMAN WHITFIELD:** Thank you, Commissioner  
13 Fleming.

14 Any other Commissioner questions for Mr.  
15 Nettles, for this witness?

16 [No response]

17 **EXAMINATION**

18 **BY CHAIRMAN WHITFIELD:**

19 **Q** Well, hearing none, I've got one or two for you, Mr.  
20 Nettles –

21 **A** Sure.

22 **Q** – and I'll let you sit down. You certainly gave a good  
23 historical perspective and a lot of information. I made  
24 some notes here, just wanted to kind of follow up with  
25 you just a little bit. You're on Lake Hartwell, so your

1 area is getting water from West Anderson Water District;  
2 is that right?

3 **A** The Utilities' power supply – or, not power, but water  
4 company?

5 **Q** Right.

6 **A** They have put in a link to West Anderson's main, with a  
7 pressure regulator, so they can reduce the pressure so  
8 it doesn't damage our pipes and our main system.

9 **Q** Right.

10 **A** That is the pass-through part. Now, at our pump houses,  
11 they also have tanks and they pump out of our wells.  
12 One of our wells will – two of our wells don't produce  
13 much anymore, and they are petitioning – from what I've  
14 been told – they're petitioning – sorry, I was looking  
15 back toward Robert – they were petitioning DHEC to shut  
16 down one of the wells because it's no longer producing  
17 large enough capacity. The other well is on a valve.  
18 It produces what it can. If it can't meet the 45 psi,  
19 West Anderson Water overtakes our system. So if they  
20 can maintain the pressure and the flow with the well  
21 that's operating, they do. When it no longer can keep  
22 up, it automatically switches over to West Anderson  
23 Water.

24 **Q** You said the subdivision was built in 1968?

25 **A** Yes.

1 **Q** About what year did you start receiving the water supply  
2 from West Anderson Water, do you happen to know that?

3 **A** I do not know when the connection was made or when the  
4 water main was put in for West Anderson, at the entrance  
5 to our subdivision. I do not have that timeframe, no.

6 **Q** And these are, as you said, all iron one-inch lines?

7 **A** One-inch lines, at the furthest point in our  
8 subdivision. There are three-inch lines closest to the  
9 well house where the water originated from the original  
10 system, and they do have two-inch lines throughout, in  
11 other places. But the 40 houses that are on the end of  
12 the subdivision, including mine, are on a one-inch main.

13 **CHAIRMAN WHITFIELD:** All right. Well, thank  
14 you. That's all I have.

15 If there are no further Commissioner  
16 questions, thank you for your testimony, Mr.  
17 Nettles, and you may step down.

18 **WITNESS:** Any other questions?

19 **MR. TERRENI:** No, sir.

20 **WITNESS:** Okay, thank you.

21 [WHEREUPON, the witness was excused.]

22 **CHAIRMAN WHITFIELD:** Next witness, Mr. Stark?

23 **MR. STARK:** Bobbie Lyons, please.

24 [Witness affirmed]

25 <

1 THEREUPON came,

2 **B O B B I E P . L Y O N S ,**

3 who, having been first duly affirmed, testified as follows:

4 **MR. RICHARDSON:** State your name and address,  
5 for the record.

6 **WITNESS:** My name is Bobbie Lyons. It's L-y-  
7 o-n-s. I reside at 125 Third Day Street, in  
8 Piedmont 29673, right off of Highway 25, in  
9 Greenville County.

10 I'm here tonight –

11 **CHAIRMAN WHITFIELD:** Go ahead, Ms. Lyons. Go  
12 ahead.

13 **WITNESS:** I'm here tonight to voice my opinion  
14 about the rate increase and how I feel about it.  
15 And I think – we had a meeting last night, and some  
16 of the other homeowners, they have pretty much the  
17 same feeling about it. When we moved to Canterbury  
18 in the '80s, we moved there in 1980, and our rate  
19 was like \$5 a month. And now our rate is \$58 – I  
20 think my husband said it was like \$58 a month.  
21 Well, that does not include water. We have water  
22 with Greenville County. So our water bill run  
23 anywhere from a \$25-\$27 a month. So, if you add  
24 that with what we're paying, that's a considerably  
25 large amount of money to pay for water and sewage.



1           We have had problems with the sewage, as far  
2           as a stoppage. We've even had damage in our home,  
3           more than once. About two months ago, if I'm not  
4           mistaken – I'm pretty sure it was around two months  
5           ago – we had to call someone out because there was  
6           a blockage. We get a lot of reacting, but not  
7           enough proacting.

8           I just – I know that my neighborhood is – it's  
9           a lot of older people there, and it's a lot of  
10          retirees. I'm a retiree myself, and so I'm on  
11          Social Security, so I know what the pinch – I know  
12          what it feels like. But there are some other  
13          people that live in the neighborhood, you know, not  
14          only are they retired, they've got disabilities and  
15          stuff.

16          So I just feel like a rate increase and with  
17          all the issues that we have to deal with, as far as  
18          maintaining the sewage lines – and our home was  
19          damaged to the place where, I mean, you really –  
20          you shouldn't even be living in it, you know what  
21          I'm saying? They did come out and they compensated  
22          for some of the cleanup. But it was not anything  
23          on our part that caused the stoppage, you know,  
24          where it was stopped up. And I just think, if  
25          they're going to do an increase – which I hope they

1           don't – but could it be regulated within a number  
2           of years, instead of imposing it all at one time?  
3           Could you just – could they – could it be  
4           considered as doing it in increments, in 10 years,  
5           doing it in increments to reach that plateau of  
6           what they want to increase? That would give people  
7           like myself and some of my other neighbors an  
8           opportunity to get adjusted to the price increase,  
9           instead of just slamming it on us.

10           And I would like to see more proactive, as far  
11           as the pipes and stuff that's out there. I've  
12           never seen them do anything to them, other than dig  
13           them up when they had problems. And I was told,  
14           because of where my home is located, that's why –  
15           I'm downhill, and they say that's why I have a lot  
16           of issues. But if you know that's what the problem  
17           is, let's come up with a solution, you know,  
18           because I want to live a well-rounded life, too,  
19           and I don't want to be exposed to that. And I  
20           think the money that we pay each month is very good  
21           money.

22           So that's all I have to say. I mean, I just  
23           feel like it just needs to be – if you're going to  
24           ask for money, do what you need to do with what you  
25           already getting. You know, and I know there are

1           other homes on my street – I don't know if just  
2           Third Day is the street, but I – just last Sunday I  
3           saw United Utilities' truck up there. They had to  
4           dig up the people's yard, and I don't know what  
5           they had to do but it had to have been a blockage.  
6           I would just like to see it taken better care of.  
7           And, again, if they're going to impose an increase,  
8           don't slam it on us all at once. Do it gradually.  
9           That's all I have.

10           **CHAIRMAN WHITFIELD:** Thank you, Ms. Lyons. If  
11           you'll bear with us just one moment and let me see  
12           if there are any questions.

13           Mr. Terreni, any questions of Ms. Lyons from  
14           the company?

15           **MR. TERRENI:** Yes, Mr. Chairman. And with  
16           your leave, I'm not going to stand up every time.

17           **CHAIRMAN WHITFIELD:** No, no, that's fine. You  
18           go right ahead, Mr. Terreni.

19           **CROSS EXAMINATION**

20           **BY MR. TERRENI:**

21           **Q**    Ms. Lyons, the incident that you described when your  
22           home was damaged, when did that take place?

23           **A**    That's been probably more than – I want to say probably  
24           more than 10 years.

25           **Q**    Okay.

1     **A**     Not lately.

2     **Q**     I see. I just wanted to –

3     **A**     Uh-huh.

4     **Q**     – follow up on that.

5                     **MR. TERRENI:** Okay, thank you.

6                     **CHAIRMAN WHITFIELD:** All right. Mr. Terreni,  
7                     is that all?

8                     **MR. TERRENI:** Yes, sir.

9                     **CHAIRMAN WHITFIELD:** Okay. Hold on one  
10                    second, Ms. Lyons.

11                    South Carolina Office of Regulatory Staff?

12                    **CROSS EXAMINATION**

13     **BY MR. NELSON:**

14     **Q**     Ms. Lyons, is that – the one incident you told us about  
15                    at your house – is that the only time that you’ve had an  
16                    issue like that at your house, or you have other  
17                    instances?

18     **A**     No, we’ve had other instances at my home. Some of them,  
19                    we didn’t – you know, we just kind of took care of it  
20                    ourselves, because they know we have an issue, and so  
21                    it’s like if you know you have an issue and you’re not  
22                    addressing it, you’re kind of reluctant to go back and  
23                    say, “Oh, will you...” You know, they’re not going to  
24                    do what they need to do to correct the issue so we don’t  
25                    have it. But like I say, two months ago, I’m telling my

1 husband I smelled sewage, and he say – and then he goes  
2 outside and he said, “Well, let me call them, because  
3 it’s backed up.” You know, and you shouldn’t just have  
4 to live in a home that you purchased, and smell sewage  
5 when you’re paying someone to take care of that. You  
6 should not have to do that.

7 **Q** You also told us about an incident you saw a neighbor’s  
8 yard getting dug up by you. Do you, by any chance, know  
9 what the address of that location was?

10 **A** Maybe I can get the president to help me. It’s the  
11 house right beside where Barbara lives, Barbara Ivory?

12 **VOICE:** You’re talking about –

13 **WITNESS:** I’m not sure what their name is.

14 They haven’t been there a whole long time.

15 See, I’m at 125. Barbara lives at –

16 **VOICE:** She should be 127, as you go –

17 **BY MR. NELSON:**

18 **Q** That’s on your street, though?

19 **A** It’s on my street, yes.

20 **Q** It’s on your street? Okay.

21 **A** I’m sure they would have documentation of it.

22 **VOICE:** It should be maybe 124, maybe?

23 **WITNESS:** Yeah, because they’re an even  
24 number. I’d odd. So, somewhere like that. I’m  
25 not sure.

1 **BY MR. NELSON:**

2 **Q** Do you have any idea like with the incident at your  
3 house or at the neighbors', do you have any idea what  
4 the issue is? Is it grease blockage in the lines? Is  
5 it – has anybody ever told you what the problem is?

6 **A** They've never told us. They come out, and they take  
7 their time coming. And they'll pump it out. And  
8 sometime it's not even in my yard that they have to –  
9 they have to go to that manhole thing, and go over there  
10 across the road from my house, to take care of the  
11 problem. I don't know. I think it's sad that you take  
12 my money, but you don't give me what I need.

13 **Q** Thank you, Ms. Lyons. I appreciate your testimony.

14 **A** Thank you.

15 **CHAIRMAN WHITFIELD:** Thank you, Ms. –

16 **WITNESS:** Anyone else?

17 **CHAIRMAN WHITFIELD:** Let me see if there's any  
18 questions from Commissioners. Commissioners, any  
19 questions of Ms. Lyons? Commissioner Fleming?

20 **EXAMINATION**

21 **BY COMMISSIONER FLEMING:**

22 **Q** Ms. Lyons, thank you for being here this evening. When  
23 you call with problems, do they come in a timely  
24 fashion?

25 **A** Well, being – they come within a certain amount of time,

1 because my understanding – this is what I was told, the  
2 reason why it took so long, they have to find someone,  
3 they have to locate the person, and they may be in  
4 Spartanburg or they may be in some other area. And they  
5 have to come from that area to come to take care of the  
6 problem. And sometimes, it – sometimes – my husband say  
7 it takes too long. So I wouldn't say that they come in  
8 a timely manner. Maybe because it's me, and it's my  
9 home, I feel like they're not getting there quick  
10 enough.

11 **Q** So what is the time? Do you have an approximate time  
12 that it takes? Do they come the same day?

13 **A** Yes, ma'am, they come the same day. But I don't want to  
14 say something – I would say maybe two or three hours,  
15 maybe, somewhere like that, you know, which is a long  
16 time if you're dealing with sewage coming up in your  
17 home. And that's what happened. Our commodes  
18 overflowed, and then you got sewage going everywhere.

19 **COMMISSIONER FLEMING:** Okay. Thank you.

20 **CHAIRMAN WHITFIELD:** Thank you, Commissioner  
21 Fleming.

22 Hang on just one second, Ms. Lyons.

23 **WITNESS:** Oh, I'm sorry.

24 **CHAIRMAN WHITFIELD:** Let me see – I don't  
25 think we have any more. Any other Commissioner

1                   questions? Commissioner Bockman. I'm sorry, there  
2                   is one more.

3                   **COMMISSIONER BOCKMAN:** Thank you, Mr.  
4                   Chairman.

5                   **EXAMINATION**

6 **BY COMMISSIONER BOCKMAN:**

7 **Q** Ms. Lyons, good evening.

8 **A** Good evening.

9 **Q** When you and your husband take care of these problems  
10 yourself, does that mean you call some other commercial  
11 service to come out and clean your line? What do you  
12 do?

13 **A** Well, the last time that – a couple of months ago when  
14 it happened, I just took some – I cleaned it up myself.  
15 I just got a lot of Clorox and disinfectant, and cleaned  
16 the bathroom, because it was just water. It wasn't  
17 feces or anything in it. It was just the backup water,  
18 but it had, you know, that odor. So I just took  
19 everything out of the bathroom and just poured Clorox  
20 and cleaned it myself.

21 **Q** Sure.

22 **A** Should I have called someone?

23 **Q** Well, if there was a blockage or a stoppage in the line,  
24 you cleaned up your bathroom, but how did the line get –

25 **A** No, that was after they cleaned it up. The United



1 Utilities came out –

2 Q Oh, they came out.

3 A – and stopped it. Yeah, they came out and worked on  
4 that.

5 Q I see.

6 A But after they finished, I put on gloves and Clorox  
7 water and all that stuff, and just got it up. I mean,  
8 you know.

9 Q Okay. So you called the company and they came out and  
10 cleared the blockage –

11 A Yes.

12 Q – or the stoppage?

13 A Yes, my husband called them.

14 Q And this was more recently than the 10-year-ago –

15 A Yes, sir. I would say about two months ago, if it's  
16 been that long.

17 Q Okay. Thank you, Ms. Lyons, very much.

18 A Thank you.

19 CHAIRMAN WHITFIELD: Thank you, Commissioner  
20 Bockman.

21 Ms. Lyons, I don't believe there are any  
22 further Commissioner questions, but I would like –  
23 I don't have a question, either, but I would like  
24 to thank you for your participation and your  
25 testimony. And I would offer up to you, you have

1 both the South Carolina Office of Regulatory Staff  
2 and Mr. Terreni has identified some people here  
3 with the company that are available and can talk  
4 with you after the hearing. And I'm sure – they've  
5 offered up their people to talk with you, so you  
6 have two good resources here that you might could  
7 also take advantage of, since you have come in and  
8 testified. And we thank you for your testimony.  
9 Thank you so much.

10 **WITNESS:** Thank you.

11 [WHEREUPON, the witness was excused.]

12 **CHAIRMAN WHITFIELD:** Next witness, Mr. Stark.

13 **MR. STARK:** You'll have to forgive me.

14 Virginia Gray, is it? Or –

15 **CHAIRMAN WHITFIELD:** Come forward, Ms. Gray,  
16 if we had your name correct? Come forward, Ms.  
17 Gray. Thank you.

18 [Witness affirmed]

19 THEREUPON came,

20 **V I R G I N I A G R A Y ,**

21 who, having been first duly affirmed, testified as follows:

22 **MR. RICHARDSON:** Please state your name and  
23 address.

24 **WITNESS:** Virginia Gray, 124 Fourth Day  
25 Street, Piedmont, South Carolina, located in

1 Canterbury Subdivision.

2 I sort of want to piggyback some of what Ms.  
3 Lyons had said about the backups. Now, at my home,  
4 I had backups and I wasn't aware at that time that  
5 you called United Utility to come out there and  
6 take care of it, so I called Roto-Rooter and  
7 whoever, to take care of mine. And the way my  
8 house is built, my bathroom is on the lower level.  
9 So if I use my washing machine, water came up out  
10 of my commode. So if I took a bath upstairs, water  
11 came out of my commode downstairs. I'd have a  
12 flood all over my downstairs. And like I said,  
13 when I called Roto-Rooter, whoever came out, they  
14 had to take my commode up out the floor and pull  
15 roots up out the floor to get – to solve my  
16 problem.

17 So what my husband and I end up doing was have  
18 a tree cut down and replaced our pipes, ourselves.  
19 We had to replace – have the yard dug up and  
20 replace the pipes, sewer pipes, ourselves, with the  
21 new PVC pipes that they have now, because we spent  
22 so much money on Roto-Rooter and Roota-Rooter, or  
23 whoever, coming out fixing our problems – and I saw  
24 what she was saying. I do know my neighbors across  
25 the street, once I did find out, they had a

1           problem, but it wasn't in their yard but they were  
2           backed up, but it was up the street. So there are  
3           problems that it may be up the street at another  
4           house where it's backed up, but it's coming – like  
5           she say – coming down, and you're having the  
6           problem. And then they said one of the problems  
7           was there was a tree in another yard that was  
8           sitting right beside the line, wherever, the  
9           manhole or whatever it is, that that was causing  
10          the backup problem. Well, if you know that's  
11          causing the problem, is it up to the homeowner to  
12          cut that tree down? If this is causing the  
13          problem, are you not going to help compensate to  
14          cut that tree down?

15               And then another thing, also, in my  
16          subdivision where I live, we do have a lot of  
17          retired elderly single people. And I just feel  
18          like, at this time, especially with the  
19          astronomical figures we're getting from Duke Power  
20          of increases, it's just really a burden on some of  
21          the persons in the neighborhood, because like I  
22          say, it's an older neighborhood and at this point  
23          most of us are retired people, and there are so  
24          many single people in the neighborhood that has to  
25          carry this burden by themselves. And I just feel

1           like an increase at this time, it's really just  
2           almost impossible for people to survive. And I  
3           just feel like, show some mercy. That's all I have  
4           to say.

5                   **CHAIRMAN WHITFIELD:** Well, thank you, Ms.  
6           Gray. Let me see just a minute if there are any  
7           questions.

8                   Mr. Terreni, any questions for this witness?

9                   **MR. TERRENI:** Just one, Mr. Chairman.

10                           **CROSS EXAMINATION**

11           **BY MR. TERRENI:**

12   **Q**     Ms. Gray, the work you had done with Roto-Rooter, when  
13           was that?

14   **A**     It's been some years ago since I had mine done.

15   **Q**     Do you – can you guess?

16   **A**     Excuse me?

17   **Q**     Could you guess? I mean, I don't want you to guess,  
18           but –

19   **A**     It's possibly – I would say it's been over 10 years,  
20           because like I say, we had to have everything – we had  
21           to have everything done, pipes dug up and everything.

22   **Q**     And these were pipes running under your house?

23   **A**     In the yard. We had to have somebody come and dig our  
24           yard up, take those pipes up that were out there,  
25           replace them with new pipes, cut the tree down, and all

1           that expense fell on my husband and I.

2   **Q**     Thank you, Ms. Gray.

3   **A**     And after we had that done, we didn't have all the  
4           backups then, but I just, you know, feel like if it was  
5           being treated like it should've been being treated,  
6           maybe we wouldn't have been out all that money.

7                   **MR. TERRENI:** Thank you.

8                   **CHAIRMAN WHITFIELD:** Thank you, Mr. Terreni.  
9                   Mr. Nelson?

10                  **MR. NELSON:** I don't have anything else.  
11                  Thank you, ma'am. Appreciate your coming and  
12                  testifying.

13                  **CHAIRMAN WHITFIELD:** Commissioners, any  
14                  questions for Ms. Gray?

15                               [No response]

16                  Well, if not, thank you for your testimony,  
17                  Ms. Gray, and thank you for your participation, and  
18                  you may step down.

19                               [WHEREUPON, the witness was excused.]

20                  Mr. Stark?

21                  **MR. STARK:** Thank you, Mr. Chairman. That  
22                  completes the list of folks that I have signed up  
23                  to speak. If anyone has decided that they would  
24                  like to speak at this time and has not already  
25                  spoken, if you would indicate that, now, I would

1 appreciate it.

2 MS. DOWNS: Good evening. My name is Elaine  
3 Downs.

4 [Witness affirmed]

5 THEREUPON came,

6 D E B R A E . D O W N S ,  
7 who, having been first duly affirmed, testified as follows:

8 CHAIRMAN WHITFIELD: Would you do me a favor,  
9 when Mr. Richardson gets back up, would you say  
10 your name and spell it for our court reporter? We  
11 don't have you on our sheet.

12 WITNESS: Okay.

13 CHAIRMAN WHITFIELD: We're going to let you  
14 speak, but we need you to get your name in the  
15 record.

16 WITNESS: My name is Debra — D-e-b-r-a — E.  
17 Downs. D-o-w-n-s. It's 105 Third Day Street,  
18 Piedmont, South Carolina 29673, in Greenville  
19 County.

20 I, as Debra Downs, I moved there August 17,  
21 1977. When I first moved there — I didn't know  
22 nothing about United Utility, but I started getting  
23 letters from United Utility, and it wasn't nothing  
24 but \$3 every two months. And after that, about  
25 five or six years, it went up to like \$7, every two

1 months. Seven years. Then rapidly it became \$29 a  
2 month. Okay?

3 I was a single parent, which I am still a  
4 single parent, about ready to retire. Now, if we  
5 have a rate now at \$57 or \$59 – that’s a month.  
6 I’m not talking about every two or three months.  
7 Our water bill come every month now. This is all  
8 just one line, one person per household, then you  
9 have four or five people per household. I  
10 understand it’s one set rate, but the cost of  
11 living is going up. Most of the people there are  
12 on fixed incomes. Soon, I will be on fixed income.  
13 I’m working now; it’s still harder for me to make  
14 that adjustment from \$3, \$7, \$29, \$59. That’s a  
15 little bit too much for – as a family, period. And  
16 if your cost of living is high – I mean, I  
17 understand – I think a few years back, I’m  
18 sleeping, have to be at work at 5 o’clock in the  
19 morning, and you’re knocking at my door at 2  
20 o’clock in the morning asking me, “Can we plug in  
21 to flush out the neighbor’s utility down the  
22 street?” Now, to me, you should have your own  
23 equipment, not to knock on someone’s door that time  
24 of morning because the neighbor people up the  
25 street sewage is stopped up and you need – because



1           there's a manhole in my yard – you need to knock on  
2           my door. You should already have your equipment –  
3           much as they charging you, you should have your own  
4           supply. And, two, the treatment, after hearing the  
5           testimony of Ms. Lyons, Ms. Gray, to me, if you're  
6           using treatment or some type of chemical, it ought  
7           to be a way it should be continued flush-out,  
8           something to eat up the root. You've got all these  
9           different chemicals now that resolve all this  
10          waste, supposedly, but yet and still you knock on  
11          somebody door, you've got to call somebody else for  
12          substitute. I mean what is United Utility doing  
13          for the subdivision? And in our subdivision, you  
14          got all this backup? That's why we don't even know  
15          what we are paying our money for. Because seems to  
16          me, your utilizing our money to do whatever, but  
17          not getting the right treatment for the  
18          neighborhood. And then you still have people  
19          that's on fixed income, disability, cost of living  
20          is still going up, but you still, when I retire 10  
21          years from now, just to say you're paying \$59, it  
22          might be \$159. Who can afford that? Sound like  
23          you want to put up your property and just the heck  
24          with it. I mean, it doesn't make any sense. I  
25          mean, to me, they need to explain to me what you're

1 actually treating for. If you having all this  
2 backup, somebody's not doing their job or not using  
3 the right chemicals.

4 And that's all I have to say at this time.  
5 Rate increase is just ridiculous.

6 **CHAIRMAN WHITFIELD:** Well, thank you, Ms.  
7 Downs, for your testimony.

8 Let me see if there are any questions. Mr.  
9 Terreni, any questions from the company?

10 **MR. TERRENI:** Yes, sir, just one.

11 **CROSS EXAMINATION**

12 **BY MR. TERRENI:**

13 **Q** Ms. Downs, the episode at 2 o'clock in the morning when  
14 somebody was knocking on your door, when did that take  
15 place?

16 **A** That's about four or five years ago. And I have to be  
17 at work at 5 o'clock in the morning, and it's like 6  
18 o'clock they're trying to get their stuff together.  
19 And, you know, I'm having to leave, and tell my  
20 daughter, "Well, these people are here, they're using my  
21 power to flush out something down the street." You  
22 know, nothing to do with mine, but in order for them to  
23 flush it out, they have to use my electrician.

24 **Q** They were plugging into your power?

25 **A** Power, to flush it out, with no compensation after that.

1 Thank you very much, you know. They don't pay a bill.  
2 That's adding more to it.

3 Q Thank you, ma'am.

4 A Okay.

5 CHAIRMAN WHITFIELD: Thank you, Mr. Terreni.  
6 Mr. Nelson, any questions for Ms. Downs?

7 CROSS EXAMINATION

8 BY MR. NELSON:

9 Q I really wanted to ask no questions about that 2 a.m.  
10 thing, but I think Mr. Terreni asked, so they plugged  
11 into – somebody knocks on your door at 2 a.m., they ask  
12 to use your outlet to plug –

13 A Right.

14 Q – some kind of piece of equipment in? And that's to  
15 flush out the line, to do something, or dig up a line –

16 A Down the street.

17 Q – down the street.

18 A It has nothing to do with mine. And whatever they did  
19 out there in that manhole, it backed up into my commode.  
20 And I had to just slap my commode top down because stuff  
21 was seeping out in my floor.

22 Q Have you had any other backups like in your house, then?

23 A Never had any backup in my house.

24 Q Okay.

25 A It was always a usage of United Utility needing to

1       borrow my electricity to do whatever they need to do on  
2       the outside.

3       **Q**    Have you seen any other work going on down on your  
4       street, then, or anything? I know you were talking  
5       about issues with the lines –

6       **A**    I've seen trucks down there, like Ms. Lyons said.

7       **Q**    Usually, to fix things, I guess? Breaks or something  
8       like that? Do you ever lose service? Did you ever lose  
9       your sewer service? Has that happened, when they come  
10      by and tell you not to use your sewer?

11      **A**    No.

12      **Q**    I think that's all I've got. Thank you very much for  
13      coming and testifying. Appreciate it.

14      **A**    Thank you.

15                   **CHAIRMAN WHITFIELD:** Thank you, Mr. Nelson.

16                   Commissioners, any questions for Ms. Downs?

17                               [No response]

18                   Well, hearing none, Ms. Downs, thank you for  
19      your participation and for your testimony, and you  
20      may step down.

21                   **WITNESS:** Thank you.

22                               [WHEREUPON, the witness was excused.]

23                   **CHAIRMAN WHITFIELD:** Mr. Stark, I'll turn it  
24      back over to you.

25                   **MR. STARK:** Thank you, Mr. Chairman. Mr.

Chairman, that is the last speaker that I have indicated.

**CHAIRMAN WHITFIELD:** If nothing further, Mr. Terreni, anything from – yes, sir, would you like to speak, sir?

**MR. BRYANT:** I would.

**CHAIRMAN WHITFIELD:** Did you sign up on the sheet?

**MR. BRYANT:** I signed, to come in, but I didn't sign to speak.

**CHAIRMAN WHITFIELD:** Well, come forward, and after Mr. Richardson swears you, if you could say your name and spell your name for the court reporter, after Mr. Richardson swears you in.

[Witness affirmed]

THEREUPON came,

**J A M E S   B R Y A N T ,**

who, having been first duly affirmed, testified as follows:

**MR. RICHARDSON:** State your name for us, please.

**WITNESS:** My name is James Bryant. That's J-a-m-e-s B-r-y-a-n-t. I live at 122 Fourth Day Street, in the Canterbury Subdivision in Piedmont.

I moved into this subdivision in 1981, and since I've been there I've had two incidents

1 concerning my sewage, as far as backing up. The  
2 first one was approximately 10 years after I had  
3 moved in, and it was due to a tree in my front  
4 yard. And according to – I didn't call the utility  
5 company; I actually called a Roto-Rooter service.  
6 And they came out and they ended up clearing out  
7 tree roots that had gotten into my sewer line. He  
8 had told me that the problem may reappear later on,  
9 but he had gotten quite a bit of the roots out on  
10 this first incident.

11 I had an incident just the beginning of last  
12 year. And this time, it was more serious, and I  
13 had a pool of water in my front yard. Again, I  
14 called Mr. Plumber this time, from Anderson, and he  
15 came out and he took a look at it and he told me  
16 that there was some sort of blockage that he had to  
17 force into the mainline in order to clear it, and  
18 then he had to actually dig up – he had to remove  
19 my toilet in my main bathroom, and they had to dig  
20 up pipes going from inside my house to the outside.  
21 Once this was done and everything was repaired, the  
22 damage that was done inside my house from the  
23 sewage backup, I had to take care of with my  
24 homeowner's insurance. And they came in and they  
25 had to dry out where my wall had actually absorbed

1 a lot of the backed-up water had went into the  
2 chalk boards in my walls. And once that was done,  
3 it was okay. But then they also had to come and  
4 repaint.

5 And I guess my main concern is the fact that,  
6 I'm like the other people that live in the  
7 Canterbury Subdivision; I'm wondering, with the  
8 Utilities company, why aren't they being proactive  
9 as far as the problems that are being experienced  
10 out in Canterbury? Why are they not taking a look  
11 at the sewer lines, because of their age, and  
12 coming up with some kind of resolve to prevent this  
13 problem from occurring to members of the community  
14 out there? Because like I say, right now, I'm  
15 disabled and retired, and I'm on a fixed income.  
16 And the fact that they are asking for a rate  
17 increase – and I understand it takes money for a  
18 company to work, but you should be able to see some  
19 of the results of the increase, as far as the  
20 services that are being rendered to the people that  
21 are part of their company. And that's basically  
22 what I have to say.

23 **CHAIRMAN WHITFIELD:** Thank you, Mr. Bryant.  
24 Let me see if there are any questions of you from  
25 the company. Mr. Terreni, any questions?

1                   **MR. TERRENI:** No, Mr. Chairman.

2                   **CHAIRMAN WHITFIELD:** Mr. Nelson, any questions  
3 of this witness?

4                   **MR. NELSON:** I don't have any questions, Mr.  
5 Bryant, but thank you very much for coming.

6                   **WITNESS:** Thank you.

7                   **CHAIRMAN WHITFIELD:** Commissioners, any  
8 questions for Mr. Bryant?

9                               [No response]

10                   Well, if not, thank you for your testimony,  
11 Mr. Bryant. Thank you for your participation.

12                   **WITNESS:** Thank you very much.

13                   **CHAIRMAN WHITFIELD:** You may step down, sir.

14                               [WHEREUPON, the witness was excused.]

15                   **MR. NELSON:** Mr. Chairman, I do have one thing  
16 I'd like to add before we close out the record in  
17 this, tonight, though. I would ask –

18                   **CHAIRMAN WHITFIELD:** Yes, sir.

19                   **MR. NELSON:** – ask that the sign-in sheets  
20 plus the transcript of tonight's proceeding be  
21 placed into the record of this case.

22                   **CHAIRMAN WHITFIELD:** All right. The sign-in  
23 sheets, transcript, and – yes, the sign-in  
24 sheets and the transcript of the record here will  
25 be placed in the record as Hearing Exhibit



1           No. 5<sub>[see Exh. 5-A]</sub>.

2           **MR. NELSON:** Thank you, Mr. Chairman.  
3           Appreciate it.

4           **MR. TERRENI:** Mr. Chairman, I would like to  
5           point out that Catherine Heigel, the new president  
6           of Carolina Water Service, has joined us here  
7           tonight, since we first spoke, and she is with  
8           Michael Cartin, who is also our director of  
9           Operations.

10          **CHAIRMAN WHITFIELD:** Okay. Thank you, Mr.  
11          Terreni. I see those two – if you two would just  
12          raise your hand just a second, so they can see who  
13          you are.

14          **MS. HEIGEL:** [Indicating.]

15          **MR. CARTIN:** [Indicating.]

16          **CHAIRMAN WHITFIELD:** And I know both the  
17          company and the Office of Regulatory Staff have  
18          offered to remain. As has been stated,  
19          Commissioners can't discuss the case, but the  
20          company and ORS has offered to stay and talk with  
21          any customers of the company tonight. With that,  
22          if there's no other business from ORS or from the  
23          company, from either of the parties –

24          **MR. NELSON:** Not from us, Mr. Chairman.

25          **MR. TERRENI:** No, sir.

1                   **CHAIRMAN WHITFIELD:** – then, with that, this  
2                   night hearing is adjourned, and thank you for all  
3                   your participation.

4                   [WHEREUPON, at 6:58 p.m., the hearing in  
5                   the above-entitled matter was adjourned.]

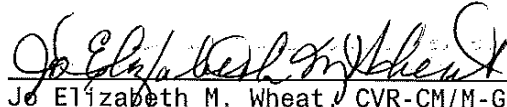
6                   \_\_\_\_\_  
7                   [WHEREUPON, Hearing Exhibit No. 5-A was  
8                   marked and received in evidence.]  
9                   \_\_\_\_\_

C E R T I F I C A T E

I, Jo Elizabeth M. Wheat, CVR-CM-GNSC, Notary Public in and for the State of South Carolina, do hereby certify that the foregoing is, to the best of my skill and ability, a true and correct transcript of all the proceedings had and testimony adduced in a hearing held in the above-captioned matter before the PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA;

That the witnesses appearing during said hearing were sworn or affirmed to state the truth, the whole truth, and nothing but the truth;

IN WITNESS WHEREOF, I have hereunto set my hand and seal, on this the 31<sup>st</sup> day of March, 2018.

  
Jo Elizabeth M. Wheat, CVR-CM/M-GNSC  
Hearings Reporter, PSC/SC  
My Commission Expires: January 27, 2021.